



WADDESDON

Thank you for your interest in volunteering at Waddesdon

Our varied and rewarding volunteering opportunities play a vital part in enhancing and ensuring a positive visitor experience for everyone.

Welcome Host

Reporting to:	Hannah Walker, Visitor Experience Manager, Visitor Services
Purpose of this role within Waddesdon Manor:	This is an important role within Waddesdon as you will be one of the visible information points for the majority of our visitors, welcoming and greeting them to Waddesdon and imparting important visitor information. As part of an enthusiastic and friendly team, you will be doing something very worthwhile by introducing visitors to the House and Grounds, ensuring our visitors feel both welcome and well informed. You will help visitors plan their day by providing information and answering any questions about the facilities, events and activities available at Waddesdon that day. All information on house, gardens, free walks and talks and other daily activities, will be provided for you to reference.
Based at:	This role is mainly based outside to the front of the Manor.
1. North Fountain – (outside)	You are the first point of contact for the Waddesdon bus and coaches, welcoming and greeting visitors as they arrive and helping to direct them by giving introductory information on the house, grounds and our free walks and talks. You will also assist the Visitor Services Assistant with the arrival and departure of coaches.
<i>Mobility Vehicle</i>	If possible and if you are able, you can also drive the mobility assistance vehicle which is based at the North Fountain, and transports visitors with mobility requirements from the fountain to the Manor front door.
2. Visitor Information Hub – (inside our new cloakroom facility)	A central hub for all visitors, the new cloakroom facility is based near the main house and provides safe facilities for visitors to leave their personal belongings.
<i>This will require cover between 10am and 5.30pm, however the day is split into 2 shifts (10am to 2pm & 1.30pm to 5.30pm allowing for a 30 minute change over period). The intention being that volunteers can mix and match, opting to do either a half day in one position, or a full day in two positions (or a full day in one position if they prefer). Those offering the whole day would of course be given a lunch break.</i>	
Key elements of this role you could expect to undertake or be asked to do:	<p>In all positions we would hope you could give:</p> <p>Historic House and Grounds:</p> <ul style="list-style-type: none"> - A Brief history of the Manor and Family, including current family. - Top line information on the Collections. - Introductory information on fountain and garden sculpture and any other art in the grounds. <p>Visitor Services Information:</p> <ul style="list-style-type: none"> - Explanation of the map and the different areas of the grounds. - Information on each area of interest in the grounds including, e.g Aviary, Rose Garden, Parterre, Stables, Baron’s Walk and Miss Alice’s Drive. - Information on the Wine Cellar and the 2pm daily Cellar talk. - Current and upcoming events/activities. - Car parking and access arrangements. - Opening and closing hours. - Catering options. - Toilet facilities.

You will be working with:	Hannah Walker, Visitor Experience Manager and a team of other Welcome Hosts	
Who would be good at this role?		
We ask that all our volunteers have an interest and enthusiasm for Waddesdon Manor and the work of the National Trust. Particular person attributes needed for this role are: Essential (E) and Desirable (D)		
Presentation and Impact	E	Good first impression, well presented, good ambassador for Waddesdon Manor, approachable
Education, Qualification, Special Skills	D	Good interpersonal skills, the ability to memorise information
Work Experience	D	Previous experience of working with the public would be useful.
Motivation and Aptitude	E	Enthusiastic and positive, passion for fantastic visitor care, reliable with good time keeping, good communication skills
Disposition and Personality	E	Positive and confident, ability to relate well to all types of people, enjoys working as part of a team
Training and Induction given:	We will provide training in all aspects of the role, including the history of the house and grounds and visitor services information.	
Anticipated Time Contribution:	We ask that volunteers contribute a minimum of 1 day a fortnight and the offer of a weekend day each month.	
Lunch breaks and comfort breaks:	A tea and lunch break are scheduled into your rota where relevant.	
Safety equipment supplied:	Radio for internal communication with other members of staff	
Benefits of volunteering for the National Trust At Waddesdon		
After you have amounted 50 volunteer hours you will be awarded a National Trust Volunteers card offering you the following discounts (subject to availability):		
<ul style="list-style-type: none"> ▪ Free entry into National Trust properties (or free entry for another person if the card holder is already a NT member) ▪ 20% discount to volunteer card holders on National Trust Membership ▪ 20% off in Waddesdon's Retail Shops ▪ 10% off in Waddesdon's Wine Shop ▪ 20% off most Waddesdon ticketed events (some exclusions may apply) ▪ Up to 35% off National Trust Holiday Cottages ▪ 20% off at National Trust's online shop ▪ Free membership of Waddesdon's Staff Choir 		
Expenses:	Reimbursement of travel costs between home and Waddesdon Manor in the form of a mileage claim (33p per mile).	
In addition:	Our Volunteer Community are very important to us and we like to get them all together when we can. We host occasional events including a summer BBQ, an annual day trip, coffee mornings we and are always open to ideas and suggestions on keeping the community thriving and involved.	

The list of duties is not exhaustive and Waddesdon reserves the right to amend this list within reason according to the needs of Waddesdon Manor. For all our volunteer positions we have a formal selection process. All these arrangements are binding in honour only and are not intended to be legally binding